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What works well – best practices

What are the challenges – identified gaps

Potential solutions/actions

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What works well-best practices?

- **A lot of what is done today is good stuff. Lots of good things are happening. However, we need to refine what we are doing to make it better**

- **Agreements between the Airport and Airlines. IND and RFD have examples.**

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What works well-best practices?

- **Pre-planning/Pre-event Inventory. Coordination in advance with airlines, vendors, etc. Know what is coming, what is needed**

- **Monitor FAA Operational Information System program. (Some do, some don't) fly.faa.gov (under products tab)**

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What works well-best practices?

- **IND has a team that can assist the Airlines (drive buses, help in anyway needed; always on call)**

- **Hotline/ad hoc. FAA will bring the major airports in when needed**

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What are the challenges – identified gaps?

- **Notification (varies from little or none to some advance notice). Airports need time to gear up for what they are going to receive (i.e. type aircraft, etc)**

- **Differing Priorities – Not everyone knows what is important to the other. (Airports, ATC, FAA)**

- **There is no primary notification method – Consistent process is needed**

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What are the challenges – identified gaps?

- **Not everyone is included in the notification (i.e. Airport and Airlines may know….AT may not or vice versa)**

- **Smaller facilities are focused on keeping the Airport open, not on telcons or monitoring for potential diversions**

- **International Carriers generally are not notifying in advance**

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What are the challenges – identified gaps?

- **Today the airlines aren't sure what the Airports want and vice versa. This would differ depending upon the airport and airline**

- **Communication between the Airport, Airlines and the FAA during the event. Lack of feedback (and/or use of feedback) from Airports, Airlines, and FAA during diversions**

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What are the challenges – identified gaps?

- **The impacts of the diversion aren't understood by all**

- **Airports processing conflicting information. Airports concerned about the 3 hour limit, however, they may receive ATC release times that are beyond 3 hour**

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Actions:

- **Receiving timely, useful information is key.**

- **Push out information to users. Text messages, Calling tree, email, etc. (Who would own this? Center TMU's, Dispatch? i.e. fly.faa.gov/AIS. What does this look like? Subscription system?)**

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Actions:

- **Establish a notification process (who enters, who is responsible, who gets, when) However, too much structure may be counterproductive though. Maybe just be consistent on types of information available to all. Develop a process for notification. Keep info up to date, who initiates the call**

- **Do not change the entire process due to the anomalies**